

# **Amélie Housing Tenant Information Podcast Episode One Script**

**Welcome to Amélie Housing Tenant Information Podcast, Episode One.**

Amélie Housing is a Tier 1 Community Housing provider, and a special work of the St Vincent De Paul Society. In these podcasts, we provide information on topics related to managing your tenancy or application with us.

In this episode, we will be talking about appeals. We discuss what an appeal is, how to appeal a decision made by Amélie Housing and who can help you make the appeal.

## **What is an appeal?**

An appeal is a request to review a decision to provide or not provide a housing service. An appeal is different to a complaint. Complaints can be made about the type or standard of housing service.

## **There are two types of appeals:**

- Internal – managed by Amélie Housing
- External – through an independent organisation depending on the state or territory you live in

Decisions that can be appealed are called ‘appealable decisions’

For example,

- Eligibility for housing
- Rental subsidy calculations
- Housing offers
- Housing transfers

- Tenant charges
- Absence from dwelling

**You can lodge an internal appeal by:**

- speaking to your housing officer and asking them to lodge an appeal for you
- Lodging an [I want to appeal form](#)

You can find the form on the Amelie website, in your tenant handbook and in your tenant welcome kit along with a stamped, addressed envelope to make it easier for you.

**Can an advocate or support person help?**

Of course! You can ask a support worker, case worker, tenant advocate or other person to lodge the appeal for you or to talk to us about it. Remember we need authorisation, called consent to exchange information before we can talk to anyone else.

If English is not your first language and you need an interpreter to help you lodge an appeal or find out more, please contact us.

Your appeal will be reviewed to check if the decision made was fair, transparent, and according to policy. You will then be notified in writing of the appeal outcome. If you are not happy with the outcome, you could then lodge an external appeal.

You can access Amelie's full complaints and appeals policy, forms and information on external appeals

- In your tenant handbook and
- Amelie Housing Website in the tenancy section; [Complaints, Appeals and Feedback](#)

Thank you for listening, please join us for future episodes